

CLASS TITLE: FIELD CUSTOMER SERVICE REPRESENTATIVE

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for field investigation of water or sewer services to include research, monitoring and resolution of issues related to public utility billing and services for industrial, commercial or residential customers, provides customer service and ensures resolution and recovery of lost water revenues and other related assigned duties.

ESSENTIAL TASKS:

- Reads, monitors and tracks industrial, commercial and residential water meter repairs
- Investigates and resolves customer complaints of field activities related to water services/consumption/billing errors
- Acts as liaison with the public performing advanced level customer service with both internal and external customers
- Researches and resolves ownership issues related to water services
- Enforces City of Tulsa codes related to water services issues
- Resolves lost revenue issues involving buried/faulty meters or unmetered services
- Prepares and maintains records and reports
- Recommends account adjustments due to over-reads, under-reads or underground leaks and confers with the public and City of Tulsa staff regarding results of inspections
- Tests meters in the field for accuracy
- Disconnects illegal services
- May act as lead or supervisor as directed
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED) and four (4) years of progressively responsible experience involving public contact, water meter reading, field utilities inspections, water meter repair, water service connections, customer services and/or sewer field operations; or an equivalent combination of training and experience, per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Good knowledge of the geography and street locations of the city; good knowledge of laws, ordinances, regulations and policies governing city utilities; good knowledge of sanitary and storm sewer system; and good knowledge of water service locations. Ability to identify water meter, sanitary or storm sewer defects and initiate appropriate corrective actions; ability to communicate effectively both verbally and in writing; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a telephone and two-way radio; occasional lifting and pulling up to 60 pounds; occasional carrying and pushing up to 20 pounds; may be subject to extended periods of walking; standing, reaching, balancing, bending, kneeling, handling, climbing and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License and possession of a valid Class "D" Water License as issued by the Department of Environmental Quality (DEQ) within one (1) year of hire date; some positions within this classification require a Class "A" Commercial Driver's License (CDL).

WORKING ENVIRONMENT: Working environment is primarily outdoors and in inclement weather and occasionally indoors; and requires traveling to various locations for inspections and related tasks.

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Class Code: 7541

EEO Code: N-07

Pay Code: OT-17

Group: Clerical and Administrative

Series: Utility Field Services

Effective Date: June 9, 2014